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PATENTS

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
**Baggenstoss et al.** ) Art Unit: **3713**  
)  
Serial No.: **10/733,457** ) Confirmation No. **8796**  
)  
Filed: **December 11, 2003** )  
)  
For: **Managing the Rate of Delivering** )  
**Performance Interventions in** )  
**A Contact Center** )

**INFORMATION DISCLOSURE STATEMENT**

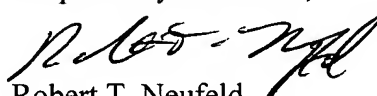
Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

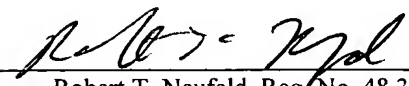
The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

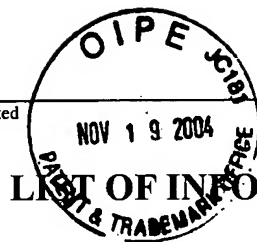
  
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K&S Docket: 07117.105016 US  
3625798

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on November 12, 2004.

  
Robert T. Neufeld, Reg. No. 48,394

FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*ATTY. DOCKET NO.  
07117.105016SERIAL NO.  
10/733,457FILING DATE  
December 11, 2003APPLICANT  
Baggenstoss et al.GROUP  
3713**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA						
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						

**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
	AN					
	AO					

**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

AP	Knowlagent; Knowlagent r7 Capabilities and Technologies Overview; June 10, 2004; pp. 1-20
AQ	Knowlagent; Marketing document from website; www.knowlagent.com; (August, 2004)

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.